

Terms and conditions

The following terms and conditions refer specifically to the Economy Energy Take Us with You scheme.

General terms and conditions – for Take Us With You offer:

1. 'We' or 'Us' or 'Our' refers to Economy Energy.
2. The scheme is open to all current Economy Energy customers who move their account with us into a new property.
3. To take part in the scheme you need to contact us on 0333 103 9053 within 2 weeks of moving into a new property, close down your current account and settle all outstanding debts.
4. To participate in the scheme and receive the reward the customer must sign up to a new fixed or variable tariff with Economy Energy at the new property.
5. You must be the account payer to be eligible to make the transfer and participate in the scheme.
6. Direct Debit customers must provide us with an up to date closing meter read for their current property within 2 weeks of moving to a new property to participate in the scheme.
7. Direct Debit customers must provide us with an up to date opening meter read for their new property to be able to participate in the scheme.
8. Any customers with the outstanding debt on their account are not eligible to take part until all debt has been cleared.
9. To take part in the scheme you must provide a valid, active email address. We cannot be held responsible for an invalid email address or other problems relating to the delays to the delivery of or non-receipt of emails, including the effect of spam filters.
10. All transactions must be validated by us before rewards can be issued. For this scheme, the transaction will be validated 30 days after the recipient's switch date.
11. If the recipient provides all required details and the transfer is subsequently validated, a £20 PayPoint energy voucher or £20 Love2Shop voucher* will be sent by email 30 days after the recipient's switch date.
12. There is no guarantee that this promotion will continue after the specified end date. If it does, any existing transactions are still valid but transactions that result from them may be eligible for a different reward type or value from the one that was applicable at the time of the referral.
13. We are unable to respond to queries about non receipt of rewards until 30 days after the recipient's switch date.
14. If the customer cancels their sign up to Economy Energy this will result in the cancellation of the reward.
15. There is no limit in how many times a customer can participate, providing they meet the above criteria.
16. If you believe you are eligible for the reward but have not received one, we will investigate your claim provided we receive your enquiry within 60 days of the scheme closure date. In this case it may take longer to issue you with a reward.



17. Business customers are not eligible for this reward.
18. Any personal data collected during this process will be stored and processed in accordance with our Privacy Policy.
19. If you have any queries with regards to the reward, please contact the customer services team on 0333 103 9053.
20. Please note: this scheme is being monitored. We reserve the right to suspend or cancel transactions suspected of being fraudulent and such customers may have their details passed to relevant authorities for further investigation.
21. We reserve the right to close the scheme at any time.
22. Economy Energy (and any subsidiary) staff, their immediate families, friends and members of their households are eligible to take part in this scheme.
23. The Registered Office of Economy Energy Trading Limited is 10th Floor Friars House, Manor House Drive, Coventry, England, CV1 2TE

*Love2Shop is not a sponsor of this promotion. Love2Shop voucher may be redeemed at one of the 20,000 locations nationwide within their retail stores and online (for a full list please see <https://www.highstreetvouchers.com>). Vouchers cannot be reloaded, resold, transferred for value, redeemed for cash or applied to any other account. Love2Shop is not responsible if a gift voucher is lost, stolen, destroyed or used without permission. See <https://www.highstreetvouchers.com/gift/terms-conditions> for complete terms and conditions.